



## Fall: The Season of Change

### Division of Mental Health and Substance Abuse Appointments Announced

#### **“The Lisas” Appointed Assistant Directors**

Lisa Rice and Lisa Walls, referred to by staff as “the Lisas” have recently been appointed as the new assistant directors to the Division of Mental Health and Substance Abuse.

Lisa Walls has been with the Cabinet for Health and Family Services in all of its metamorphoses for 23 years. As Assistant Director she will be responsible for contracts, grants management, personnel and administrative and daily operations. Originally from Fayette and Clark Counties, Lisa lives in Frankfort with her husband, Dan and her 17 year-old daughter, Brooke. She also has four dogs and enjoys taking short mission trips to Haiti.

The ‘other Lisa’, Lisa Rice, is a 12 year veteran of state government. A registered nurse, Lisa began her career at Eastern State Hospital before moving on to the Department for Medicaid Services and finally to DMHMRS. As Assistant Director, Lisa will be responsible for overseeing all of the program elements within the Division of Mental Health and Substance Abuse. A native of Frankfort, she has two horses, three cats and one dog. Lisa’s husband of ten years is Ron Rice, the Branch Manager for Quality Assurance in the Division of Administration and Financial Management.

“I am very proud of the way staff is making every effort to make this a smooth transition,” stated Rice. “The way

everyone has pulled together, I feel my job will be a very fulfilling position.”

#### **Padgett Heads Up Suicide Prevention Initiative**

Jason Padgett has been appointed as the Suicide Prevention Coordinator for the Division of Mental Health and Substance Abuse. Formerly with IMPACT Plus, Padgett will work to raise awareness that suicide is a preventable public health issue. He plans to collaborate with other stakeholders to implement strategies to reduce the number of suicide attempts and deaths throughout the Commonwealth. Originally from Rineyville (near E-town), Padgett is a newlywed. He and his wife, Robyn live in Frankfort with their three cats, Lee Lee, Peppie and Sammie.

### Steve Shannon Named Mental Health and Substance Abuse Division Director

Steve Shannon, MPA, has been named as the new Director of the Division of Mental Health and Substance Abuse. Steve has a vast background in mental health, mental retardation, housing, and early intervention initiatives. As the Senior Policy Analyst for the Kentucky Association

of Regional Mental Health and Mental Retardation Programs (KARP, Inc.), he served as the legislative liaison to the Kentucky General Assembly. Steve has served on numerous committees for both HB 144 and HB 843, was active in the passage of the Mental Health and Substance Abuse Parity bill and is active in Kentucky-

ans for Health Care Reform. He is the President of the Kentucky Mental Health Coalition and the ARC of Kentucky. The father of two daughters, Katie and Annie, he and his wife, Martha, reside in Lexington. He begins his new position on November 16.

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#### **Keep In Your Thoughts**

Donna Perkins and her husband Kenny as he battles leukemia.

Vicki Whittaker as she recovers from back surgery.

Mike Littlefield as he recovers from by-pass surgery.

## Collins to Take the Lead in Department-Wide Training Initiatives

Beverly Collins, Division of Mental Retardation, has been appointed to lead a new program focusing on Department-wide education, resource-development and training in accordance with the DMHMRS strategic plan for transformation, WINDOWS. The program will include the coordination of evidence-based strategies, oversight of the development of web site curricula initiatives and the coordination of education opportunities for DMHMRS staff which will include cross training, consumer based focus forums and education regarding Best Practices. According to Collins, the program will also include implementation of initiatives to decrease the duplication of training efforts throughout DMHMRS.

Collins is a native of Gadsden, Alabama where girls are proudly referred to as

having “GRITS” which stands for ‘Girls Raised in the South.’ She has a BA in



*"Imagine daily how big an impact our organization could have if each one of us made one consumer, stakeholder or co-worker's day...each day!"*

Beverly Collins

Psychology and an MS in Counseling Psychology. A ten-year resident of Kentucky she has been with the Department for the past four years. Collins shares her home with five cats, Gypsy, Curry, Dylan, Bravehart and Sammie and a bag-

piper. Not only a trainer by profession, Collins is also training to run in the Arizona Rock and Roll Marathon in January 2005. A drummer in the Louisville Pipe Band, she enjoys scuba diving and kayaking.

“This is an exciting time with great solutions and opportunities ahead,” stated Collins. Commitment to Windows ensures that DMHMRS will not be guilty of a “failure of imagination.”

Collins added that all DMHMRS staff members have a standing invitation to join the education and resource development teams. “Continuing education helps us all to maximize our time, resources and programs to help staff build their skills and pursue their professional growth and dreams.”

## Robbins and Mahan Tapped for Newly Created Research, Evaluation and Practice Improvement Program

Dr. Vestena Robbins, a DMHMRS employee since 2002, has been asked to lead a new program focusing on research, evaluation and best practice improvement. The overall goal of the program is to build the capacity within KDMHMRS to improve the quality of care in the public mental health system by:

- engaging in continuous quality improvement efforts derived from program evaluation findings,
- adding to the knowledge base through applied research initiatives, and,
- developing an infrastructure for implementing and sustaining best practices within the system of care.

According to Robbins, one of the most common criticisms of evidence-based practices is that innovation and choice will be stifled. “However, evidence-based care requires practitioners to work with consumers and families to identify goals for the consumer and then use the best available evidence to provide the most

effective approach for that consumer at that time, given the consumer’s preferences, culture, history and needs,” stated Robbins. “I believe that the individuals we serve should be able to count on receiving care that meets their needs and is based on the most scientific knowledge available,” Robbins said. “My personal goal is to assist others in

becoming good consumers of the scientific literature. Robbins is originally from Bell County and currently resides in Georgetown with her husband Rusty and her three year old Chow Mix, Solomon.

Carla Mahan will be working closely

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*“Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction, and skillful execution; it represents the wise choice of many alternatives.”*

Willa A. Foster

## Branch Managers Named

Three new branch managers have been named for the Division of Mental Health and Substance Abuse Services.

Phyllis Parker, a 30 year veteran in mental health services, will head the Provider Services Branch. Phyllis has a masters degree in social work and specializes in services for older adults, personnel care homes, Olmstead Compliance and discharge planning.

The Program Development Branch will

be managed by Anita Jennings. Anita has experience as the contract/budget manager and previously oversaw a large portion of the Kentucky Medicaid Program.

Mac Bell will administer the Program Support Branch. Mac is in his 28th year of service in state government, 21 of which has been in the Division of Substance Abuse. He is currently the State Narcotic Administrator for the opiate replacement program.

# Administration and Financial Management Heads Up New Quality Initiatives

Formed through mergers and acquisitions, the new Quality Assurance Branch for the Department has found a home in the Division of Administration and Financial Management.

Headed by Ron Rice, the initial goal of the branch will be to define expectations of services that are offered through DMHMRS.

"We will be working with staff and providers to change how we monitor programs and services for our most vulnerable citizens," said Rice.

Rice stated the monitoring tool currently being developed will result in a systems change for the Department. "This is an 'accreditation style' model and will probably be a bigger change for us than it will be for our service providers," stated Rice. "Many of our providers already

comply with similar monitoring systems such as JCAHO and CARF."

Rice listed several positive outcomes for this change including the standardization of what and how we monitor compliance for our providers and the incorporation of performance indicators and outcomes measures into standards of compliance.

"A lot of staff in the Department dedicated a lot of time and effort to develop performance indicators and data sets to measure outcomes and the effectiveness of services," stated Rice. "The incorporation of those and newly developed performance indicators and outcomes measures into standards of compliance is putting into place those many years of hard work by DMHMRS staff."

Rice stated that by identifying specific measurable standards, indicators and data

reports can be streamlined and developed to monitor specific issues.

"This is a work in progress and it will take involvement, initiative and cooperation from everyone to be successful," said Rice.

Rice believes that while the changes will require a great deal of work, the end result will be worth it.

"It's an exciting time," stated Rice. "We are in a unique position of having the opportunity to develop what we feel the branch should be about and the duties we will perform. It really lends itself to 'Creative License'."

Rice also stated that he is very excited about the number of staff from throughout the Department who have volunteered to join the Quality Assurance efforts through the Windows Initiatives.

## MHMRS Connections

### CALENDER:

**November 9:** Positive Behavior Support

**November 9:** Faith Based Coalition Meeting, Frankfort

**November 11:** Veterans Day Holiday

**November 11:** Rights and Advocacy, London

**November 16:** Facility Director's Meeting 9:30-12

**November 18:** Community Inclusion

Training:, Frankfort

**November 19:** State Supported Living Council, Communicare Hardin County Conference Center, E-town, 10:30-12:30

**November 24:** SIAC 10-12

**November 25-26:** Thanksgiving Holiday

### Welcome to the Divisions!

**A&FM:** Tena Robbins, Carla Mahan, Hope Barrett, Hoa Van Le, David Smith and Krissy Hall.

**Mental Retardation:** Gina Oney, Katrina Arkade, Donnie Henry, Carol Wilson and Susan Duval

**MHSA:** Steve Shannon

### NOVEMBER BIRTHDAYS:

Rachel Cox

Lisa Walls

Mary Mann

Kim Weldon



## Oney Named DMR Assistant Director

The new Assistant Director for the Division of Mental Retardation is a transplant to Fair Oaks from the "Big House" at the CHR Building. As a Medicaid employee for over six years, Gina Oney had been intimately involved with many of the Department's programs including the SCL Waiver and IMPACT Plus. Oney has brought that experience and her desire to

improve the lives of individuals with MR/DD to the Division. Oney has a BA and MA in sociology from Morehead State University and an MPA from

Kentucky State University. Originally from Mt. Sterling, Oney enjoys reading, movies and socializing with friends in her spare time.

*"I am delighted to have the privilege to be a part of a team that is dedicated to serving Kentuckians with disabilities while embracing much needed change in both philosophy and service delivery."*

Gina Oney

# Research, Evaluation and Practice Improvement

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with Robbins in the new program. Mahan's primary duties will center around designing and implementing program evaluations.

"Program evaluation seeks to identify, clarify, and apply relative criteria to determine the effectiveness of a program in relation to those criteria," stated Mahan. "Therefore, the criteria will be unique to the individual program and will be used for developing quality improvement initiatives."

"Implementation of an evaluation plan

can initially invoke a lot of anxiety; however, the process should be viewed as a learning opportunity to support current program initiatives and further improve program effectiveness as new information becomes available," stated Mahan.

Mahan has set a personal goal to support program staff in continuing to find unique ways to work "on" their programs rather than strictly "in" their programs. "The demands of managing a program can dominate daily routines

which often forces staff to work "in" their programs," stated Mahan. "Working "on" their programs would include program evaluation efforts to strengthen and support external and internal goals specific to the program being administered."

A PhD candidate in Educational Psychology at the University of Kentucky, Mahan currently resides in Winchester where she and her husband, Bart, are "owned" by two cats, Izzy and "Biggin."



## Veterans Day: A Day To Remember

November 11th is Veterans Day. Please remember the following men and women who served our Country. All gave their all, some gave the ultimate sacrifice.

### In honor of those currently serving:

**Michael Moss**, U.S. Army serving in Korea, son of Karen Edens.

**PFC Matt Blackwell**, National Guard, son of Alice Blackwell.

**Matthew Brown**, U.S. Air Force, serving in Oklahoma City, son of Tootie Brown.

**Bill Wilson**, National Guard, serving in Afghanistan, brother-in-law of Carol Wilson.

**Michael Trimble**, U.S. Army, Iraq, brother-in-law of Rachel Trimble.

**Cpl. Nathan Gaffney**, U. S. Marine Reserves, veteran of operation Iraqi Freedom, son of Penny Gaffney.

**Spc. Kelly Lynn Lathrem**, U.S. Army, serving in southern Baghdad, Iraq, daughter of Ben Lathrem.

### In honor of those who have served:

**Capt. Ron Blackwell**, U.S. Marines and Army, husband of Alice Blackwell.

**Sgt. Al Thompson**, U.S. Marines, Korean War, father of Alice Blackwell.

**John Lateer**, WWII, father of Ann Smits.

**LTC John Herbert Rockwell**, O.D., U.S. Army, father of Melinda Rockwell.

**Joseph Padgett**, U.S. Army, Vietnam, father of Jason Padgett.

**Eric Walton**, U.S. Army, brother-in-law of Jason Padgett.

**Ronnie Boggs**, U.S. Army.

**Barry Stockdale**, Army Reserve, Vietnam Era, brother of Donna Perkins.

**Kenny Perkins**, Army Reserve, Vietnam Era, husband of Donna Perkins.

**Richard Armstrong**, U.S. Navy, husband of Beth Armstrong.

**Keith Roten**, U.S. Army, son of Linda Roten.

**Sgt. Paul Lacy**, U.S. Army, Vietnam (2 tours) and Grenada, father of LeAnn Margre.

**Lt. Col. William Gaffney**, U.S. Marines, husband of Penny Gaffney.

**Mike Ragland**, U. S. Air Force, 1960-1964.

**Lee Allen Stokes**, father of Michele Tyson.

**W.O. Charles Crane**, U.S. Army Reserves, Bosnia, father of Carla Mahan.

### In memory of those who served:

**Major Forest J. Hogue, Glenn D. Hubbard and Leslie Harding Judd**, grandfathers of Leslie Bland.

**William F. O'Connell**, U.S. Army, WWI, grandfather of Ron Rice.

**Kenny Boggs**, Navy, father of Ronnie Boggs.

**Sgt. Kenneth Blackwell**, U.S. Army, WWII, father-in-law of Alice Blackwell.

**William Perry Hogue**, father of Leslie Bland.

**Sgt. Alfred Adams**, U.S. Army, WWII, grandfather of Alice Blackwell.

**Hanley Stockdale**, WWII, father of Donna Perkins.

**Hubert Reynolds Anglin**, grandfather of Michele Tyson.

**Callie Scott**, U.S. Army, WWI, grandfather of Linda Roten.

**Ralph Stafford**, U.S. Army, WW II, father of Linda Roten.

**Vernon Noland**, U.S. Army, WWII, father of Penny Gaffney.

**William E. Tolliver**, U.S. Marines, Korean Conflict, father of Kathy Burke.

**Specialist Timothy Brian Roberts**, Company E, 1-149th Infantry, Somerset, KY National Guard, son of Jamie Burton.

**Marion Lewis**, U.S. Army, grandfather of Marcella Moore.

**Howard Leslie Hansen**, U.S. Navy, WWII, father-in-law of Mindy Hansen.

**Richard Walton**, U.S. Army, Desert Storm, Iraq, brother-in-law of Jason Padgett.

Herbert W. Batte, U.S. Army, WWII, father of Linda Harney.

### In memory of those killed in action:

**M.F. Lay**, U.S. Army, WWII, killed in action, WWII, 1944, father of Mike Ragland.

**Sgt. Sim Steverson**, U.S. Army, killed in action, Vietnam, 1967, father of Debbie Anderson.